

Hillsborough County Civil Service
Employee Grievance Form
CS Form 6D

Section 1:

To: Director
Civil Service Board
County Center, 17th Floor
601 East Kennedy Boulevard
Tampa, Florida 33602

3/22/18
(Today's Date)

(Date of previous Management Official's Response)

NOTE: To be acceptable, an appeal must be filed within five (5) working days, or seven (7) calendar days following the previous management official's suggested solution.

Section 2:

In accordance with Civil Service Rule 14, I hereby request a formal review and/or hearing by the Civil Service Board to resolve the grievance as described on the attached CS Form 6A.

As evidenced by the enclosed documents, this matter has been presented to the appropriate management officials within my department/agency, as required by Civil Service Rule 14.

I BELIEVE THIS GRIEVANCE MATTER IS IN VIOLATION OF CIVIL SERVICE

LAW OR RULE(S) AND/OR APPOINTING AUTHORITY POLICY(S): Discrimination in the workplace

Section 3:


(Employee's Signature)

Stephanie Williams
(Employee's Printed/Typed Name)

Jail / Misconduct
(Employee's Agency/Department)

Number of Attachments

1. CS Form 6A
2. CS Form 6B
3. CS Form 6C

March 22nd, 2018

Hillsborough County Civil Service Board
Director
Civil Service Board
County Center, 17th Floor
601 East Kennedy Boulevard
Tampa, FL 33602

To the Hillsborough County Civil Service Employee Grievance Board, I would like to give you a brief overview of who I am and my service here with the Hillsborough County Sheriff's Office. I started working for the agency on November 23rd 2015 as a detention specialist. I was trained for one week shadowing Emily Dorman (now supervisor). After shadowing with Emily Dorman for one week, I was then placed to shadow with Laura Ellsworth (who has now resigned) on Domestic Violence for 3 days. After Thanksgiving I was seeing clients on my own after 5 days training with DUI cases and 3 days training with Domestic Violence cases.

I have definitely made my share of mistakes especially due to training by "shadowing" probation officers. I feel like I was set up for failure from the beginning. However I persevered through the 250 cases, intakes (which are new clients reporting from court), missing lunches, not being able to take a break and still showed up for work to do the best job I could with the resources provided.

Over the years working here I have gone through three surgeries (see attached documentation). After each procedure, against doctor's wishes I came into work because I did not want my fellow co-workers to pick up my work due to my medical issues. Last year my 88 year old grandfather became ill, who raised me, so I sold everything in my apartment and moved to Orlando to care for him. Also during this time, I adopted my 9 year old nephew whose mother could not care for him at the time. I have been driving over 3 hours a day to keep my job and

take care of my family and not once have I complained. In fact, no one in this department even knew I was making the commute until I brought it to my then supervisor (Emily Dorman) to see if it was possible to either move to the Plant City location, or work 7:30am to 4pm to avoid the traffic. I mention this only to give you background on my dedication to my job and this department. By no means is this the department's fault that I chose to uproot my life to take care of my family and I was reminded of this during a meeting with Lt. Bates-King, Tina Kline and Mr. Houge "It was your decision to move to Orlando"

On March 21st 2018 at approximately 4:20PM, I was approached by supervisor Catherine Gill in regards to a client that I signed a warrant for back in July 26th 2017. The client appeared before Judge Valkenburg on October 12th 2017 in custody with an attorney. On this day, the client was revoked and reinstated on probation for 9 months with some modification to her probation. Typically the client is advised to report within 48 hours of release from jail to check in with probation, unless there have been different arrangements made and an appointment has been set by a probation officer or supervisor if the client can't report within that time frame.

At that time, the office assistant Rosliand Alvarado was in charge of sending out letters to the client's who fail to report within 48 hours with an appointment time and date. There is a report that had the client's name on there and for some reason the person was missed. If the client fails to report, a warrant is then written by the court representative which on the date of October 12, 2017 was (Catherine Gill). It is also the job of the court representative which at the time (Catherine Gill) to change the status of the client from "inactive case closed" to "active open" to make sure the client shows up on reports we run on a monthly basis. Office Assistant Rosalind Alvarado did not send out a "failure to report within 48 hours letter to the client in question Ms. Brenda Steinmetz, case number 17CM004057. At this time in October 2017, most

detention specialist was not monitoring the cases that were on warrant status because we were not advised to do so until the following month in November.

It was not until November 8, 2018 an email was generated by supervisor Emily Dorman that was to be **effective immediately** (please see attached) November 8th, 2018 that the detention specialist were to start contact the client and keep track of them by sending them letters to report. Email reads on November 8th, 2017:

“When cases that are in VOP status are reinstated, continued OR the case is reset for a future court date, the detention specialist needs to reach out to the client in a attempt to have the client report. The contact can be a documented phone call or a letter to report. “

-Emailed to the entire department on November 8th 2017 at 3:56PM.

This case in question 17-CM-004057-A, the detention specialist was not tracking clients on violation of probation status because the instructions to do so were not generated until the following month.

In this particular situation, the office assistant missed the case and a “failure to report within 48 hours of court date” was not generated and mailed to the client. In this case, the detention specialist would take the role of support if called to court on the case not generated the client. Also an email sent on November 2nd 2017 from supervisor Karen Lafumee (please see attached) emailed the department as a reminder for revoke and reinstates:

“If your client has been revoked and reinstated: the Court Representative will handle the administrative changes on the case such as: preparing the new judgment, adjusting the new term dates and changing the active status”

The “status” was not changed from inactive violation of probation to “active open case”, which is supposed to be completed on the date of 10/12/18 by the Court Representative

Catherine Gill, which is now an alleged supervisor. The decision was made by Tina Kline (manager) that I would be held responsible for the missed case because an email was generated on the date of October 12th, 2017 that the client was revoked and reinstated. After review of Kronos I was actually out of the office that day due to one of my medical procedures. I am being targeted by supervisors and managers of this department for the incident is because the person(s) responsible are well liked in the department and don't want to take responsibility for their actions. If this case was properly set up from the beginning, status changed and letter mailed, the case wouldn't be missed. The detention specialist is not responsible here; the issue is inadequate leadership within this department. Instead of taking responsibility for their actions, because performance reflects leadership, they rather let the detention specialist who barely has time to use the bathroom or take a lunch due to the work load take the blame.

The reason for this grievance is not just for this incident but for previous future issues within this department that can be corroborated with emails/screenshots/coworkers. During the day they were calculating my vacation time and sick time and I didn't know why that was happening until this situation. They did research to find out I was out of the office the day of the court date, which was irrelevant. Not only am I being discriminated against for not signing the observation form but I feel due to my medical issues they would like to get rid of me so they don't have to deal with it or working around my doctor's appointment.

Some of my co-workers who are afraid to come forward offered to write character witness statements on behalf of how I treat everyone in this office. I thought that would be a great idea until I was then told my Lt. Bates King I am not allowed to solicit my co-workers to do so. Once again, conclusions regarding my character is being tarnished. I only followed up with fellow co-workers who thought it would be a great idea because they feel I am begin

mistreated. My question is how can they solicit the office to try and write statements against me being intimidating and aggressive however when my co-workers want to stick up for me, I am now being told I can't have that happen. It seems the management in this department would like to the employees to follow EEOC regulations and SOP regulations however they do not feel they are entitled to do so.

The management in this department doesn't want to write up their now supervisor who did not do her job on October 12, 2017 by changing the status to active open case so that if the PO missed the opportunity to send out a letter within 48 hours it would've been caught when the "no contact" report is ran once a month and a letter could've been mailed at that time.

I've requested multiple times for changes within this office and the lack of communication and I've requested for a new supervisor (which was denied). For two years and each time I bring up the lack of communication or the way we are being treated or spoken to, they go back and fine a case or two and find a change the communication speech to "coaching" on a case or issue that is old, new or closed to state that case management is the problem. This is done because they would like to cover themselves at all costs to pretend it is the detention specialist and not their process. I've been in therapy since November 2017 to deal with the injustices I am facing in this office and how I am spoken to and treated. I can provide my therapist information in needed to corroborate my therapy.

Until this department is properly investigated and detention specialist are able to speak about what is going on and what has been going on since the department opened the turnover rate will continue to be high and you won't be able to keep good quality employees because they rather run than to say anything. I encourage you to call each person who either resigned or was forced to resign to get a better look at what goes on in this office. My co-workers are afraid to

speak out against the department for fear of what is happening to me. They do however call me and check on me to make sure I am okay.

Tina Kline (Manager) and Lt. Bates-King also tried to get my co-workers to express that they are “threatened by me or feel intimidated by me” and my co-worker who felt they needed to let me know they are “out to get me” that this was going on. I do not feel this is professional at all and this is a direct knowledge from the person who was approved by both individuals that they are trying to find a way to get rid of me. This is direct discrimination and as an African American woman I feel this is a form of injustice and prejudice due to the stigma associated with our race begin labeled as aggressive and intimidating. If I was aggressive, throwing things and cursing my co-workers who were still in the office would’ve heard me (Courtney Gomez, Merissa Clark). I encourage you to contact my fellow detention specialist and ask them about any encounters with me where they feel I was aggressive. I was raised to greet the janitor with the same respect as the CEO and I live by that statement. I take care of my 88 year old grandfather and I’ve adopted my 9 year old nephew I am far from the words they have been said about me from management. My character is being assassinated by Emily Dorman, Tina Kline and Catherine Gill who used statements that I said and enhanced them to make it seem like I am a problem in the office.

On the day in question March 21st 2018, it was stated my Emily Dorman (supervisor) that on my way leaving the office I stated: “I will be going to HR to turn in my badge in the morning”. This statement is false, what I stated to Emily Dorman, because she asked me what was wrong was: “I will be going to HR to file a grievance against this department because they need to know what is going on here”. She used the words I stated to her advantage and typed a false statement to her Manager Tina Kline. Unfortunately they believe Emily Dorman statement

over mine. I explained to management if I were to turn in my badge, I wouldn't need to take it to HR, I couldn't left it with the major along with my key fobs. This is just another way my words are twisted and used against me by both Emily Dorman and Catherine Gill because of personal reasons not business reasons. They want me gone from this department so they will say and do anything possible to make that happen.

On this same day Catherine Gill (supervisor) stated I was throwing things in the office and cursing. Which once again are false statements which will be corroborated by my co-workers who were here at the time I was packing my things. Once Catherine told me she would be doing an observation against me I said to her: "I am not to blame for this incident and I won't sign the observation sheet because it is not my fault". "Do you guys like when people who work hard leave this department? You must like for them to quit because you guys really love to blame me for things that is not my fault". At no point did I yell at her or curse, those are my exact words to Catherine Gill. I was explaining to her I did not agree with the observation sheet and I do not understand how this is a correlation to insubordination. According to Webster Dictionary the definition of insubordination is:

1. *defiance of authority; refusal to obey orders.*

There were no orders given to me on this day, I was told I am at fault for the case; I disagreed with her and used my right as an HCSO employee not to sign the observation sheet. On the same day I packed up the things in my office because I was told my Lt. Bates-King that refusal to sign an observation sheet can lead to termination. So my thought process was to go ahead and pack up everything because I figured I would be fired the next day when I returned to work.

I've dedicated myself to this job and I always make sure to not only treat my co-workers with respect but even the defendants who I see on a daily basis. I encourage the department to make phone calls, ask about my character, call client's and ask how their case is going. I know it is tough to sometimes deal with a situation where there are claims coming from each directions however, if the research is completed and calls are made and statements are made from a combination of past employees, current employees and even clients my character will speak for itself.

I'm sure the department doesn't know how many clients we actually see per day? Please don't go by the reports you are given. Those numbers do not include clients we see for coworkers who were asked to leave or those who left before they had someone to take their position. We also see daily intake or new clients who report from court. I would say right now if you add in the clients who are seen on a rotation basis we are averaging between 200 to 220 clients seen. The reason they leave the case count open and don't assign them to a probation officer is because when it's time to show the report for the individual client's assign to the probation officer it fails to show who we saw on a rotation for detention specialist who are no longer working here.

I drive over 3 hours a day to get to and from work and it was a responsibility I chose to take on to help my family. I spend time away from my kid in order to catch up on work and complete tasks so that everything is in tip top shape in case the cases are audited. I have so much respect for everyone's contribution to the department as a whole however; it is not reciprocated by management at this time. I will be more than happy to give details of every account if need be and ways in which I am not only being targeted but being discriminated against because I am trying to stick up for myself.

Using words to my co-workers as aggressive or intimidating are words used to describe minority women on a daily basis. The same is happening in this department and has also been verbally told to other minority women in this department some who work for the agency and some who've put in their two weeks' notice. I feel like as a whole the management and supervisors in this department have personally targeted by labeling me and forcing thoughts down the minds of my coworkers who want to stand up for what is right but they are afraid of the same treatment I am receiving.

I would like this be handled internally so that I don't have to deal with court and lawsuits however, I do not believe that I should be investigated for insubordination because I refused to sign the observation sheet. I would like to know how it is legal for management to go behind my back coercing to get my coworkers to write a statement against me in order to build a case to get me fired or to bully me into resigning. Currently I am the one who in fact feels intimidated and threatened by what are supposed to be the people I can turn to in this department. I am reaching out for help and for someone to hear me and actually believe me so that this department can improve and things can change for the better. Having management of this kind that would recruit employees to band against me in order to begin an investigation case against is breaking my rights and those of the EEOC.

I have followed the chain of command by speaking to my supervisor, manager, LT and I even requested a meeting with the Major however no one seems to be taking my request seriously so I have no choice but to contact the Hillsborough County Civil Service and EEOC. Both grievance (filed 3/21/18) and case with EEOC (filed 3/30/18) were filed prior to the Lt. Bates-King and Mr. Houge explaining to me on 4/3/18 that they will be an investigation for insubordination. So this is not a retaliation on my part, however I feel this is a retaliation against me for sticking up for

what is right and what is wrong within this department. Every day I am called into the office with new and false claims against me and at some point this is considered work place discrimination and harassment. I would like a resolution to this issue so that I don't have to go to the media for help or hire an attorney for workplace discrimination.

Respectfully Submitted,
Stephanie Williams
snwillia@hcsso.tampa.fl.us
407-883-9007

Zimbra

snwillia@hcso.tampa.fl.us

New Items and Reminders from Manager's Meeting 11/1

From : LAFUMEE, KAREN L

Thu, Nov 02, 2017 09:26 AM

<klafumee@hcso.tampa.fl.us>

Subject : New Items and Reminders from
Manager's Meeting 11/1**To :** ELLIOTT, AEOLIANA

<aellio01@hcso.tampa.fl.us> ,

GOMES, BRENDA E

<bgomes@hcso.tampa.fl.us> ,

Casey Cochran

<ccochran@hcso.tampa.fl.us> ,

GOMEZ, COURTNEY D

<cgomez@hcso.tampa.fl.us> ,

WOULLARD, DEONZIA J

<dwoullar@hcso.tampa.fl.us> ,

ELIZABETH DIAZ-SANTOS

<ediazsan@hcso.tampa.fl.us> ,

DAVIS, JAMES M

<jmdavis@hcso.tampa.fl.us> ,

GARCIA-GRIFFITH, JESSIE

<jgarciag@hcso.tampa.fl.us> ,

WELLS, KIMBERLY A

<kwells@hcso.tampa.fl.us> ,

BASILA, KRISTIN E

<kbasila@hcso.tampa.fl.us> ,

ELLSWORTH, LAURA L

<lellswor@hcso.tampa.fl.us> ,

LISA A ESSEK

<lessek@hcso.tampa.fl.us> ,

REBMAN, MARK E

note and then you prepare the necessary document to close out the case and submit to a Supervisor. If your client is revoked & reinstated, type up a detailed case note, inform the court representative and (see below).

4. Revoke & Reinstates: If your client has been revoked & reinstated: the Court Representative will handle the administrative changes on the case such as: preparing the new Judgment, adjusting the new term dates and changing the "active" status.

As always, if you have any questions PLEASE ask a Supervisor!

Karen LaFumee
Supervisor
HCSO Misdemeanor Probation
813-242-5579 (Plant City)
813-247-8455 (Orient Rd.)
klafumee@hcso.tampa.fl.us

Zimbra**snwillia@hcso.tampa.fl.us**

Updates from Managers' Meeting

From : DORMAN, EMILY J
<edorman@hcso.tampa.fl.us>

Wed, Nov 08, 2017 03:56 PM

Subject : Updates from Managers'
Meeting

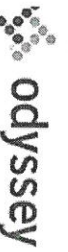
To : ELLIOTT, AEOLIANA
<aellio01@hcso.tampa.fl.us>,
COOK, MARIA
<mcook@hcso.tampa.fl.us>,
WOULLARD, DEONZIA J
<dwoullar@hcso.tampa.fl.us>,
REBMAN, MARK E
<mrebman@hcso.tampa.fl.us>,
BASILA, KRISTIN E
<kbasila@hcso.tampa.fl.us>,
JONES, NICOLE C
<ncjones@hcso.tampa.fl.us>,
ALVARADO, ROSALIND
<ralvarad@hcso.tampa.fl.us>,
BAKER, MONA G
<mbaker@hcso.tampa.fl.us>,
MITCHELL, YOLANDA S
<ymitchel@hcso.tampa.fl.us>,
STEWART, MARY L
<mlstewar@hcso.tampa.fl.us>,
GOMES, BRENDA E
<bgomes@hcso.tampa.fl.us>,
WOLFE, SHANNON M
<swolfe@hcso.tampa.fl.us>,
PERGAKIS, MELISSA A
<mpergaki@hcso.tampa.fl.us>,

<mijackso@hcso.tampa.fl.us>,
GILL, CATHERINE
<cgill@hcso.tampa.fl.us>

Good Afternoon Everyone,

A few updates from today's managers' meeting:

- **Effective Immediately:** The Income Verification contact needs to be implemented by everyone when completing an initial intake and also when a client indicates their income and/or employment has changed.
- When cases that are in VOP status are reinstated, continued, OR the case is reset for a future court date, the detention specialist needs to reach out to the client in an attempt to have the client report. The contact can be a documented phone call or a letter to report.
- **Effective Immediately:** Division A, Judge Valkenburg, will only require treatment from DUI Counterattack if it is required. She indicated that her court dockets will continue to read 'DUI school and any recommended treatment by the DMV' but she has made it clear that she only wants treatment to be a condition of probation if the DMV is requiring the treatment in order for the client to get his/her license back. The preference sheet has been updated in the G Drive.
- Sandra Pratt will be the peer representative for the Tampa office and Casey Cochran will be the peer representative for the Orient



Supervision Home

myOdyssey

Task Manager

Workspace

Searches

Find a Case

Find a Party

Add a Case

Class Scheduling

View Calendar

Group

Group Add Contacts

Local Reporting

Run a Local Report

Enterprise Custom Rep

Run an Enterprise Custom

Configure

Fees & Finances

List Manager

Reporting

User Preferences

Administration

View Job Queue

View Job History

17-CM-004057-A

Interventions

Classes

PSI

Notes

Documents

State Report

Tasks

Forms

Save

Exit

STEINMETZ, BRENDA ANN

1. 806131B2-CRMS2000 (MF) CRIMINAL MISCHIEF \$200 TO \$1000

White Female 5'2" 110 lb

Officer Stephanie Williams

Documents

☐ Show Obsolete Documents☐ Show Document Versions☒ Open in External Viewer☐ Use Default Image Printer

Search Get All Documents Refresh

Type

All

Show 50 Matches Per Page

Sort

Date

Actions

Show

All Documents

Date	OCR	Type	Name	Index #	Pgs	Mark
05/17/2017		SUPERVISION DOCUMENT TYPE	Judgment	2	X	
05/17/2017		SUPERVISION DOCUMENT TYPE	docket and profile	0	X	
05/17/2017		SUPERVISION DOCUMENT TYPE	Intake Packet	2	X	
05/17/2017		SUPERVISION DOCUMENT TYPE	Notice to Report Tampa	2	X	
06/01/2017		SUPERVISION DOCUMENT TYPE	Payment Remittance	1	X	
06/01/2017		SUPERVISION DOCUMENT TYPE	Payment Plan and CSW Agreement	2	X	
06/01/2017		SUPERVISION DOCUMENT TYPE	Notice to Report Tampa	1	X	
06/06/2017		SUPERVISION DOCUMENT TYPE	Payment Remittance	1	X	
06/06/2017		SUPERVISION DOCUMENT TYPE	Notice to Report Tampa	1	X	
07/10/2017		SUPERVISION DOCUMENT TYPE	Missed Appointment Letter	2	X	
07/26/2017		SUPERVISION DOCUMENT TYPE	VOP Request Form	2	X	
07/31/2017		SUPERVISION DOCUMENT TYPE	Warrant Issued	3	X	
03/21/2018		SUPERVISION DOCUMENT TYPE	Docket R&R 10/12/17	1	X	
03/21/2018		SUPERVISION DOCUMENT TYPE	HCI custody 3/21/18 on Fugitive Warrant from Ohio	2	X	
03/21/2018		SUPERVISION DOCUMENT TYPE	Verification - OHIO full extradition active warrant	1	X	
03/21/2018		SUPERVISION DOCUMENT TYPE	VOP Request Form	2	X	
03/21/2018		SUPERVISION DOCUMENT TYPE	W/A/Affidavit Typed	3	X	

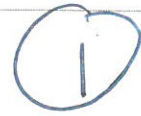
THE COURT Representative Catherine Gill @ this time in October never changed the status of the case so that it can show up on my monthly reports and "no show" letter never mailed by office assistant

Zimbra

IMG_0645.PNG

snwillia@hcso.tampa.fl.us

4:08



Marissa



mail?

No she isn't

I'm on lunch

Upstairs

I'm coming up real quick

K

Friday 7:09 AM

Yesterday they asked me and Tanisha if we felt intimidated by you 😊. Apparently you're Regina George now 😊

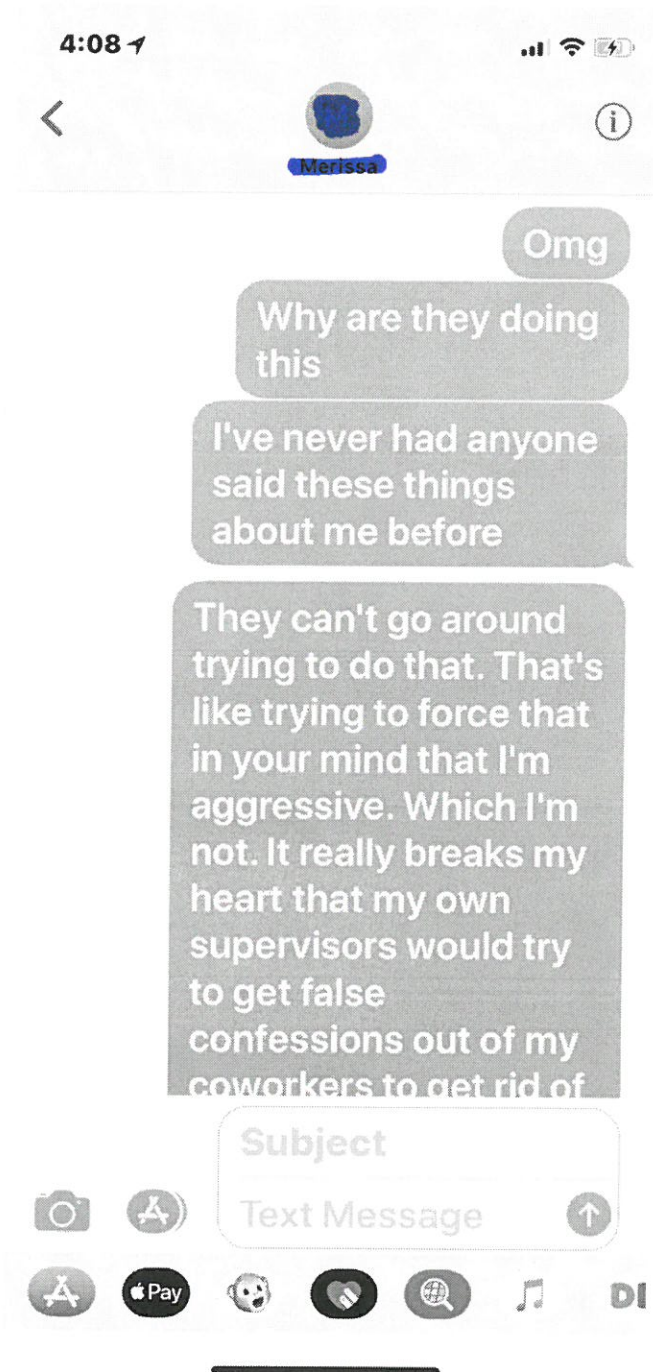
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Text Message



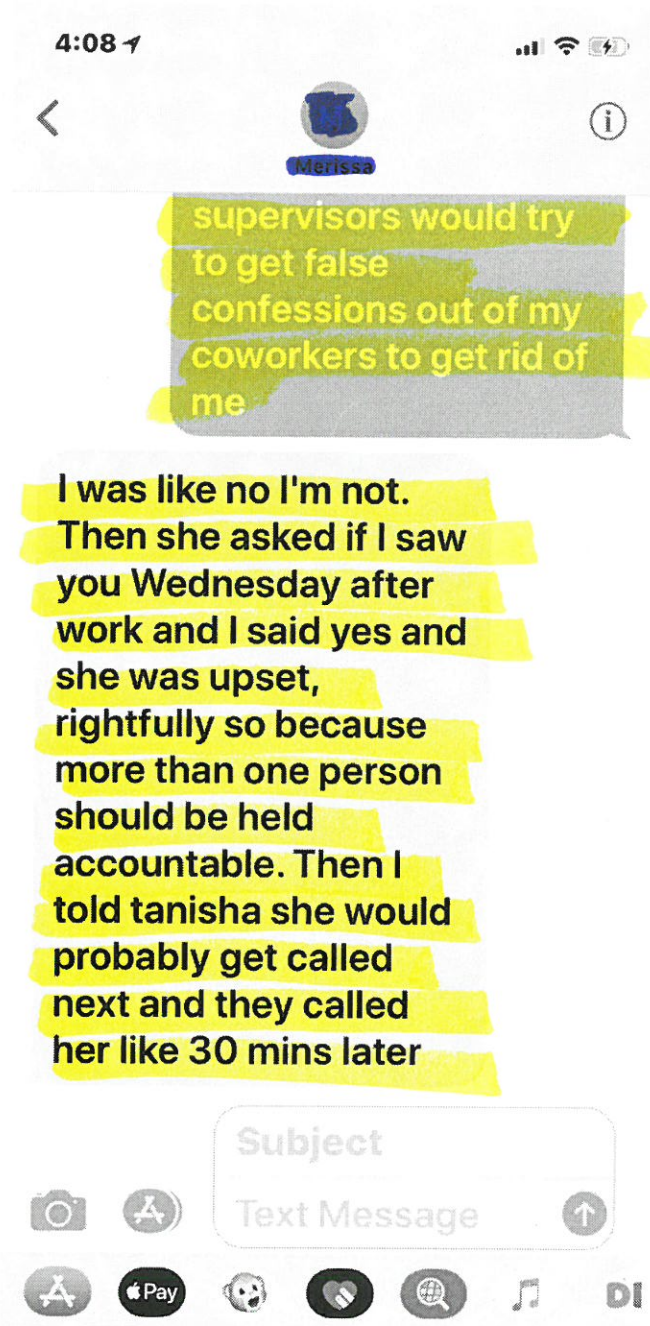
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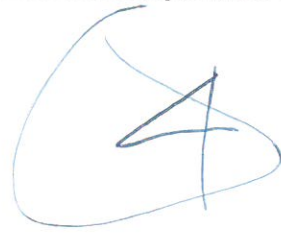


IMG_0647.PNG

(3)



IMG_0648.PNG



Like i can't even think
of a time you were
"aggressive" except
for when you stuck up
for me against Ty
Trainer

I'll let you enjoy the
rest of this time with
your family. I hope you
feel better 😊.

Friday 8:53 AM

And I will always stick
up for my coworkers
when they are
attacked by attorneys



Subject

Text Message



IMG_0649.PNG

A handwritten blue ink mark consisting of a large circle with a stylized 'S' inside.

4:09



doing? I had dinner
with Sandra and she
mentioned your
situation...I feel
horrible that I didn't
answer your call. I was
sleeping/medicated
for another sinus
infection. Sorry. I hope
you got it worked out



I don't

They are trying to build
a case against me

I feel cornered

I can't believe they are
asking people if I make
them feel threatened

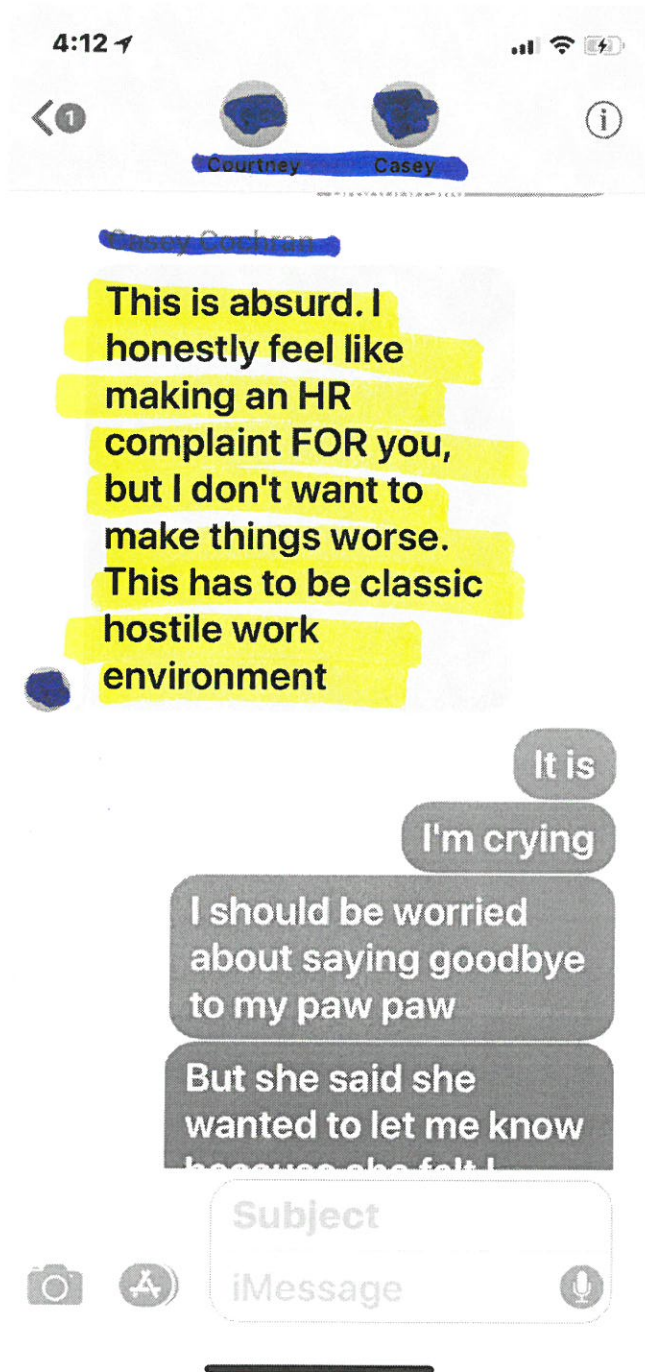
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iMessage

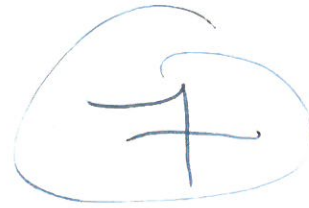
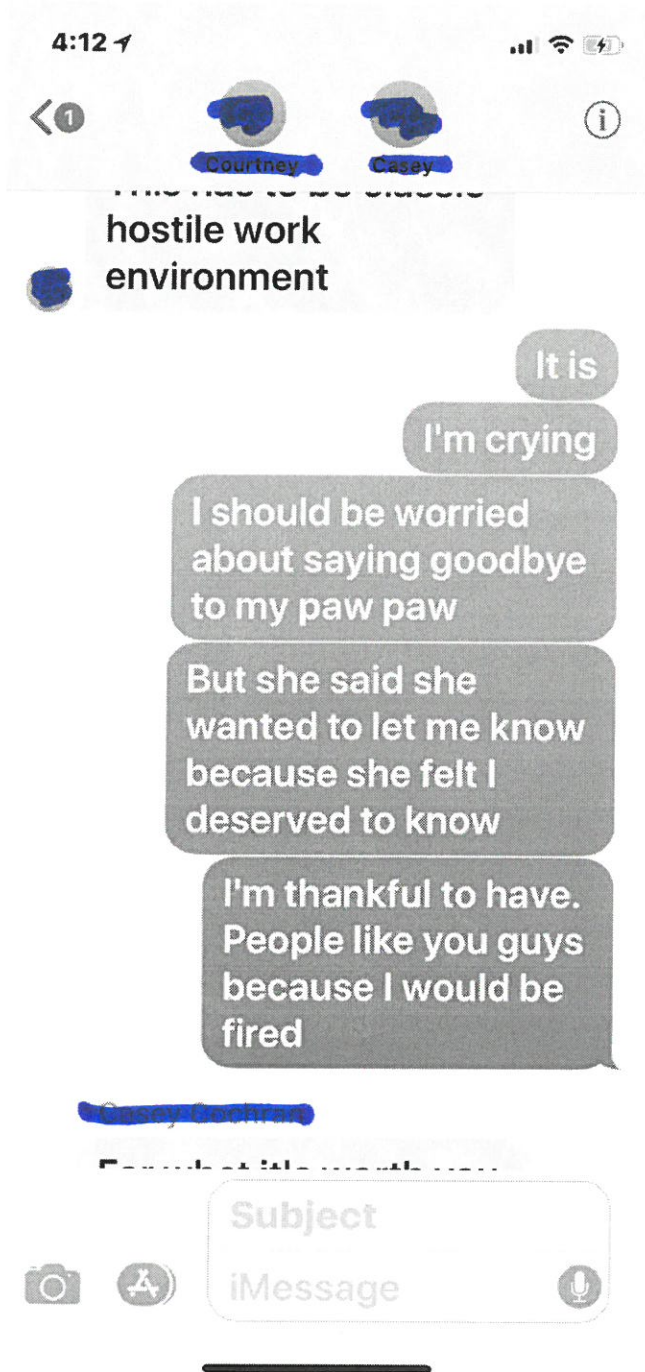


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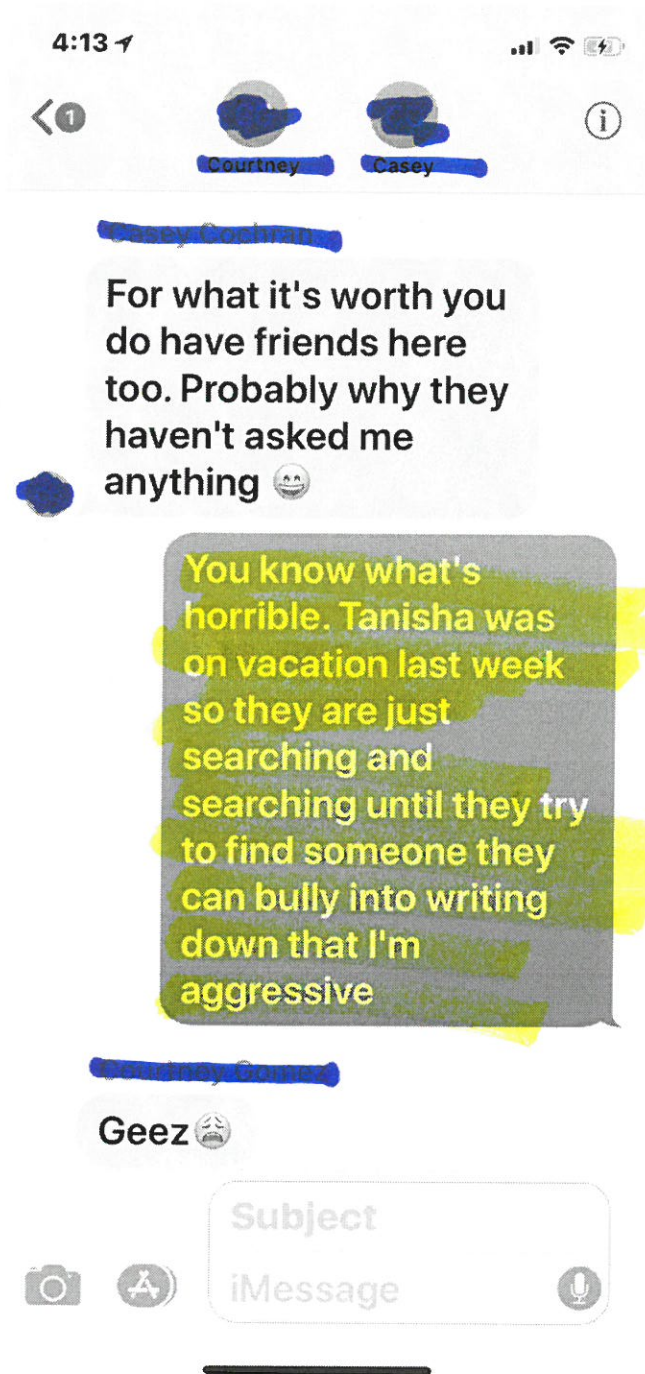


6

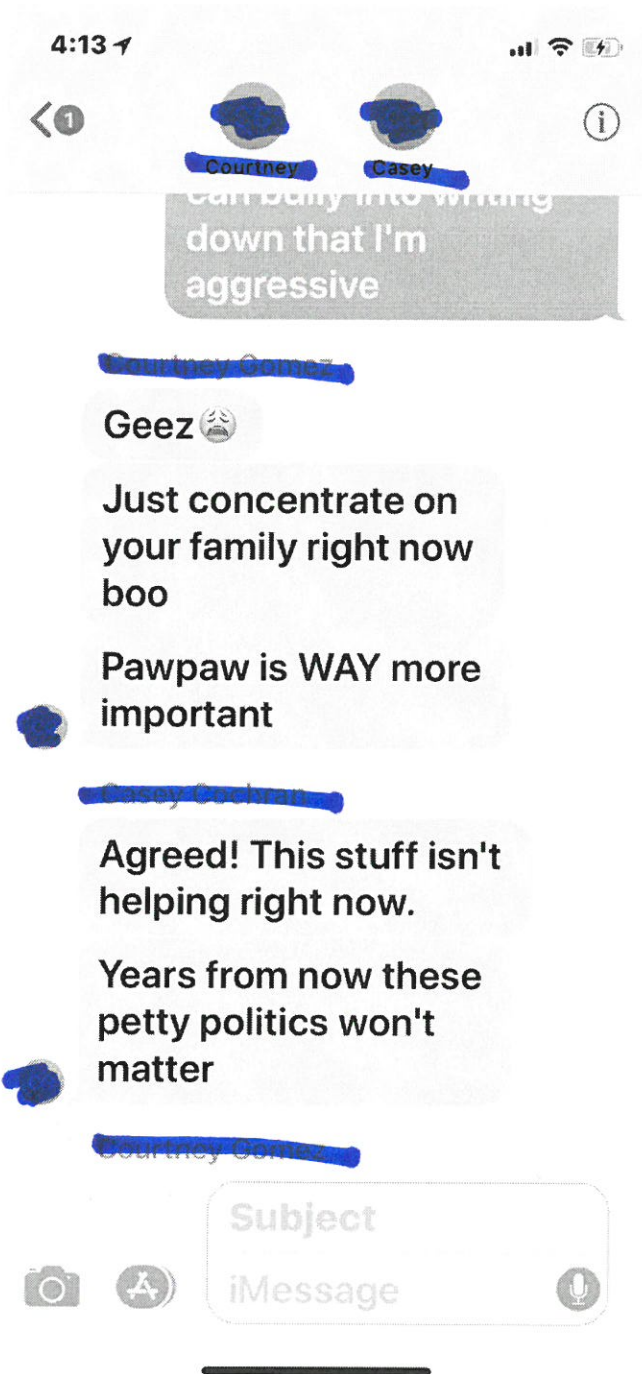
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IMG_0652.PNG



IMG_0653.PNG



@

IMG_0654.PNG



10

Lol you might have
they been in there
conjuring up stuff
today

Idk what to expect
next

Thursday 8:35 AM

Hey...mercedes just sd
the sooner the new
hires r on the floor, the
sooner we get
Stephanie....

What

Smh



Subject

Text Message

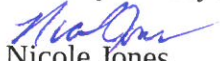


April 4, 2018

To Whom It May Concern,

I am writing to state that Stephanie Williams and I work well together. She is always professional, courteous, and friendly.

Thank you for your consideration.



Nicole Jones

Community Service Coordinator
Office Assistant II

April 3rd 2018

To Whom It May Concern,

I have worked with Stephanie Williams for about 3 years. It has been my experience that she is kind, always willing to listen and a team player. She is respectful to her clients and fellow co-workers. I have never heard her raise her voice or be rude to anyone. I have enjoyed working with her and I do not agree what the department is trying to do to her.

Fellow Coworker who would like to remain anonymous